Use of Artificial Intelligence in Human Resource Management

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The collaboration of artificial intelligence with human resource management is an area that generates tons of controversial topics. This study focuses on how artificial intelligence is used in human resource functions and why it cannot be fully integrated into human resource management. The study is done based on the Sri Lankan context compared with literature based on other countries. The study was carried out as a cross-sectional field study in a qualitative approach. As the importance of this study, it is true that using artificial intelligence in human resource management will reduce the burden of massive paperwork and repetitive administrative work and using artificial intelligence in other human resource areas can sometimes lead to employee uncertainty of the job security and ultimately the job loss. Therefore, this study focuses on the loss of humanity and employee privacy along with the extent of artificial intelligence can be used in human resource management. The financial effects, talent gap, and privacy concerns were brought by analyzing the respondents' perceptions. The findings of the study highlight the practical usability of artificial intelligence depends on the above three main aspects. Sri Lanka as a developing labor-intensive country. The firms look onto the cost factor when implementing artificial intelligence and on another side, the organizational cultures and the employee's mindset on the topic of artificial intelligence is not much favorable in most cases. Having the thought of by serious automation will be a threat to their jobs and the big data management is a vulnerable area of privacy and security to the persons who are under it, along with the lack of human isolation that technology creates under it, along with the lack of human isolation that technology creates findings that the study reveals. Apart from that the lack of skilled and competent human resource personalities who can deal with advanced technology like artificial intelligence is a new area of findings.

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